From: Tabitha Allen
To: Hewson, Elizabeth (HOM); Gin, Grace (HOM); Sztoltz, Amanda (HOM)
Cc: Manuel Diaz
Subject: RE: Lawsuit noting Wellness Checks
Date: Thursday, March 25, 2021 10:33:02 AM
Attachments: image004.png

Great. Thank you for the clarification.

From: Hewson, Elizabeth (HOM) [mailto:elizabeth.hewson@sfgov.org]
Sent: Wednesday, March 24, 2021 6:53 PM
To: Tabitha Allen <tabitha@thclinic.org>; Gin, Grace (HOM) <grace.gin@sfgov.org>; Sztoltz, Amanda (HOM) <amanda.sztoltz@sfgov.org>
Cc: Manuel Diaz <manueld@thclinic.org>
Subject: RE: Lawsuit noting Wellness Checks

Hi Tabitha,

In this case 'existing residents' is referring to inherited/legacy tenants who were residents when the building converted to permanent supportive housing. It is not referring to any residents who were referred through coordinated entry and the Homeless Response System, regardless of when they were referred (and whether that was when the program was under HSA or after it was transferred to HSH).

Thanks,
Elizabeth

Elizabeth Hewson (she/her)
Manager of Supportive Housing Programs
San Francisco Department of Homelessness and Supportive Housing

---

From: Tabitha Allen <tabitha@thclinic.org>
Sent: Tuesday, March 23, 2021 2:01 PM
To: Gin, Grace (HOM) <grace.gin@sfgov.org>; Sztoltz, Amanda (HOM) <amanda.sztoltz@sfgov.org>; Hewson, Elizabeth (HOM) <elizabeth.hewson@sfgov.org>
Cc: Manuel Diaz <manueld@thclinic.org>
Subject: RE: Lawsuit noting Wellness Checks

Grace,

This is a welcome update that seems counter to previous HSH guidance regarding this policy. I think it will alleviate a lot of pressure from inherited tenants that do not want to receive a Wellness

Checks and Emergency Safety Checks. Does HSH plan to update the currently Emergency Safety Check policy with this information?

I also have a clarification question. How are you defining existing residents? Does this just include inherited/legacy tenants? with or without a lease? Does is it include people that were residents prior to the policy roll out in 5/2019?

Thank you,

Tabitha Allen
Pronouns: She, Her
Deputy Director
Tenderloin Housing Clinic
126 Hyde St
415-885-3286 Ext. 1118
www.thclinic.org

From: Gin, Grace (HOM) [mailto:grace.gin@sfgov.org]
Sent: Thursday, March 11, 2021 3:15 PM
To: Tabitha Allen <tabitha@thclinic.org>; Sztoltz, Amanda (HOM) <amanda.sztoltz@sfgov.org>; Hewson, Elizabeth (HOM) <elizabeth.hewson@sfgov.org>
Cc: Manuel Diaz <manueld@thclinic.org>
Subject: RE: Lawsuit noting Wellness Checks

Hi Tabitha,

Thank you for making us aware of the issue.

Here's our guidance:
An existing resident can opt out of the wellness checks. Emergency safety checks, as aligned with California Civil Code 1954, should be performed only as necessary.

Thank you,
Grace

Grace Gin (she/her)
Adult Housing Program Manager
San Francisco Department of Homelessness and Supportive Housing
grace.gin@sfgov.org | P: 628.652.7733

Learn: hsh.sfgov.org | Follow: @SF_HSH | Like: @SanFranciscoHSH

CONFIDENTIALITY NOTICE: This e-mail is intended for the recipient only. If you receive this e-mail in error, notify the sender and destroy the e-mail immediately. Disclosure of the Personal Health Information (PHI) contained herein may subject the discloser to civil or criminal penalties under state and federal privacy laws.

Please refrain from putting client identifying information in the subject line of emails.

From: Tabitha Allen <tabitha@thclinic.org>
Sent: Monday, March 8, 2021 1:56 PM
To: Sztoltz, Amanda (HOM) <amanda.sztoltz@sfgov.org>; Gin, Grace (HOM) <grace.gin@sfgov.org>; Hewson, Elizabeth (HOM) <elizabeth.hewson@sfgov.org>
Cc: Manuel Diaz <manueld@thclinic.org>
Subject: Lawsuit noting Wellness Checks

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hello,

We recently received lawsuits from 2 inherited tenants at the Winton Hotel that included among other things a complaint about THC performing Wellness Checks. At the time the policy was rolled out, both tenants were given the Appendix A: Resident Emergency Safety Check Policy and Procedure. Both contend that they are not THC clients and therefore not subject to this policy. Of course, we have continuously explained that as a program funded by HSH we are required to follow this policy for all residents within THC buildings. We have not at needed to complete Emergency Safe Checks. These residents do not want THC staff to complete the Wellness Check portion of the policy requiring staff to knock on their door if they have not been seen in 3 days. We have explored several work-arounds with the residents including asking them to make contact with THC staff at least once every 3 days. They do not believe they should be required to check in with staff, and therefore to not comply with THC offered suggestions.

We submitted this claim to our insurance company for defense. I am sharing this you now for several reasons. 1) to make you aware of a legal claim based on an HSH policy 2) to make you are aware that we have suspended wellness checks for these 2 residents until we receive guidance from our attorney 3) I understand that this policy is based on Civil Code, and was vetted by a City Attorney. It is possible that THC's attorney may need to speak with someone at HSH or the City

Attorney for further understanding of the policy requirements.

Please let us know if you have any questions, or updated guidance regarding this policy.

Thank you,

Tabitha Allen
Pronouns: She, Her
Deputy Director
Tenderloin Housing Clinic
126 Hyde St
415-885-3286 Ext. 1118
www.thclinic.org

CONFIDENTIALITY NOTICE: This document is intended for the use of the party to whom it is addressed and may contain information that is privileged, confidential, and protected from disclosure under applicable law. If you are not the addressee, or a person authorized to accept documents on behalf of the addressee, you are hereby notified that any review, disclosure, dissemination, copying, or other action based on the content of this communication is not authorized. If you have received this document in error, please immediately reply to the sender and delete or shred all copies.
CONFIDENTIALITY NOTICE: This document is intended for the use of the party to whom it is addressed and may contain information that is privileged, confidential, and protected from disclosure under applicable law. If you are not the addressee, or a person authorized to accept documents on behalf of the addressee, you are hereby notified that any review, disclosure, dissemination, copying, or other action based on the content of this communication is not authorized. If you have received this document in error, please immediately reply to the sender and delete or shred all copies.
CONFIDENTIALITY NOTICE: This document is intended for the use of the party to whom it is addressed and may contain information that is privileged, confidential, and protected from disclosure under applicable law. If you are not the addressee, or a person authorized to accept documents on behalf of the addressee, you are hereby notified that any review, disclosure, dissemination, copying, or other action based on the content of this communication is not authorized. If you have received this document in error, please immediately reply to the sender and delete or shred all copies.